



ATTACHMENT K3 SHIPPING YOUR POV



May 2009

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A. INTRODUCTION

This Attachment provides you with information on Shipping Your Privately Owned Vehicle (POV) under the Global POV Contract (GPC). The successful movement of your POV is not a matter of chance. It is a result of advance preparation and planning. It's your POV. Ask questions. Be involved. Read what you sign. Contact your local Transportation Office (TO) prior to making any plans to ship a POV.

B. MILITARY SERVICE INSTRUCTIONS

In addition to instructions contained in this brochure, the shippers and Service TOs are governed by instructions established by the sponsoring Service, the Joint Federal Travel Regulation (JFTR) and the Joint Travel Regulation (JTR). This brochure does not apply to United States (US) Coast Guard civilian employees as their allowances are governed by the Federal Travel Regulation and Department of Homeland Security regulations.

C. WHO CAN SHIP A POV- ENTITLEMENT

You may be authorized to ship a POV if:

1. You are a Uniformed Service Member:
 - a. Ordered to make a Permanent Change of Station (PCS) to, from, or between Outside Continental US (OCONUS) Permanent Duty Stations (PDSs);
 - b. A change in a ship's home port is authorized; or
 - c. When specific conditions are met dealing with Continental US (CONUS) to CONUS transportation of a POV.
2. You are a Department of Defense (DOD) Civilian Employee:
 - a. Transferred in the government's interest
 - b. A new appointee; or
 - c. A student trainee assigned to first PDS.
3. You are a retiring or separating Member. A retiree's PDS is their Home of Selection. A retiree can elect POV shipment to Alaska, Hawaii, or an OCONUS location where the retiree entered active duty. A separating member's PDS is either their Home of Record (HOR) or Place Entered onto Active Duty (PLEAD). Shipment of a POV can be OCONUS if that was the separating member's HOR/PLEAD and the member elects travel to that location.

NOTE: Retirees and separating members may have to pay extremely high taxes when shipping their POV overseas (HOR, i.e., Puerto Rico, Philippines). Contact your local TO for further details.

D. RESTRICTIONS

1. Only one POV owned or leased by you or your dependent and for your personal use may be shipped to your new duty station at Government expense.
2. Transportation of one POV at government expense is not to exceed 20 measurement tons. To calculate the measurement ton of your POV, multiply the length times width times height (all in inches) then divide by 1728 (gives you the cubic feet of your POV) then divide by 40 to obtain your POV measurement ton.
3. If you desire to make your own arrangements to ship an additional POV commercially, consult your sponsor and TO for any restrictions. You may have to pay an import duty on a second POV. Contact your local TO for specific details.

E. COMBINING POV WEIGHT LIMITATIONS WHEN HUSBAND AND WIFE ARE MEMBERS

1. The 20 measurement ton limitation in the JFTR may be combined to transport one larger POV at government expense in lieu of transporting two POVs for an eligible member-married-to-member couple during the transfer of both members, each under a PCS authorization/order.
2. Payment for transporting the vehicle may not exceed the total cost the government would have incurred if each member had transported a vehicle of 20 measurement tons through the designated POV loading port/Vehicle Processing Center (VPC).

F. TRANSPORTATION METHODS

1. Government/Commercial Transportation:
 - a. Transportation of a POV may be by government/commercial means as authorized by law. A member traveling with the vehicle via ferry is covered in the JFTR.
 - b. The TO determines the transportation mode.

NOTE: Transportation of a POV by air is not authorized at government expense.

2. Personally Procured/Traveler Arranged Transportation:
 - a. An eligible member, who has not transported a POV at government expense incident to PCS, is authorized reimbursement for the expense incurred only if personally procured POV transportation was based on erroneous advice by a government representative (i.e., TO). Reimbursement must not exceed the cost that would have incurred if the government had arranged the transportation. The cost of a vehicle transported on a car ferry with the member/dependents is a reimbursable transportation expense and does not constitute “transportation of a POV”.

G. SIZE LIMITATIONS

A member/employee who desires to transport a POV that exceeds 20 measurement tons must sign an agreement to pay the excess transportation costs unless the Secretarial Process has

authorized/approved this transportation because an oversized POV is required by the member/dependent(s) for medical reasons.

NOTE: Excess costs will be collected In Accordance With (IAW) Service regulations.

H. INSURANCE AND LICENSING

1. US. Insurance and Licensing, if required, will be the responsibility of the member/employee. In some States, armed forces or host nation vehicle registrations, license plates, and licenses either are not valid or are valid for only a very short time. Arrange to obtain these items prior to taking delivery of your POV. Most state motor vehicle divisions will accept registrations of POVs by mail. If you are returning from overseas, make arrangements prior to leaving your old duty station for the CONUS. You should insure your POV before taking delivery. Coverage must meet minimum requirements prescribed by the state where your next duty station is located. Prior arrangements may save you money, as you will be able to compare prices offered by various insurance companies.
2. Overseas. Insurance, taxes, and licensing vary from country to country overseas. The best sources of information are your local TO and your overseas sponsor. Remember, you are responsible for obtaining insurance and licenses and paying any taxes. Be sure to check on these items well in advance of making your shipment. Insurance is often much more expensive overseas; research this matter carefully prior to making your shipment.

I. WHEN TO SHIP YOUR POV

1. For Air Force personnel:
 - a. POVs will be accepted for shipment if delivered to the port within 90 days after the member/employee or dependent has departed for an overseas tour of more than one year or within 30 days after the departure of the member/employee on an overseas tour of duty of one year or less.
 - b. When delivery to the port is delayed beyond 90 days, the POV may be shipped only with the approval of the OCONUS commander.
 - c. For OCONUS tours of more than one year, you must have a minimum of one year to serve on the current OCONUS tour when the POV is delivered to the port.
2. For Army, Marine Corps and Navy Personnel:
 - a. POVs will be accepted when at least 12 months remain to be served at their current OCONUS duty station at the time the vehicle is delivered to the loading port. An exception is allowed if the OCONUS area commander or your commanding officer certifies the vehicle is necessary in performance of official duties.

J. TYPES OF POVS YOU MAY SHIP

The definition of a POV is:

1. Any motor vehicle owned by, or on a long-term lease (12 or more months) to, a member/employee or a dependent of the member/employee for the primary purpose of providing personal transportation that:
 - a. Is self-propelled.
 - b. Is licensed to travel on the public highways.
 - c. Is designed to carry passengers or household goods.
 - d. Has four or more wheels; or, at the member's/employee's option, is a motorcycle or moped (applicable if the member/employee does not ship a vehicle with four or more wheels on the same authorization/order).

NOTE 1: In the case of a leased vehicle, the member/employee must provide written authority from the leasing company to have the vehicle transported to the new PDS, designated place, or other authorized destination. All requirements stated in the lease are the responsibility of the member/employee.

NOTE 2: A trailer, airplane, or any vehicle intended for commercial use is not a POV.

2. POVs that are modified to be “low riders” must have at least six inches of clearance to prevent damage to the POV during car carrier load/download. Also, POVs may not have a lift kit higher than three inches.

NOTE: Host-Country restrictions may apply; contact your local TO for further details.

K. LEASED POVS OR POVS WITH RECORDED LIEN IN US

If your POV is leased, or a recorded lien exists in the US, you must provide written approval from the “third-party-in-interest” (leasing company or lien-holder), which provides that the vehicle may be exported. This written approval must be on the leasing company's or lien-holder's letterhead paper, and contain a complete description of the vehicle, including the Vehicle Identification Number (VIN), the name of the owner or lien-holder of the leased vehicle, and the telephone numbers at which that owner or lien-holder may be contacted. The writing must bear an original signature of an official of the leasing companies or lien-holder, and state the date it was signed. The written approval must include the leasing company or lien-holder's acknowledgements that return shipment prior to the next permanent change of station is a private matter between the leasing company or lien-holder and you. All requirements stated in the lease agreement are your responsibility.

L. PROPANE TANKS

Vehicles with propane tanks are only accepted when the propane tank is an integral part of the vehicle used to power the engine or for other purposes and requires considerable cost for the removal of the tank. The propane tanks allowed must be purged and certified before the POV is turned at the vehicle processing center or port. A label should be affixed or tagged to the tank. The person turning in the vehicle must produce written authority that the tank is empty or has been purged. New and empty tanks meet these requirements. The certification must come from an individual or firm authorized to

purge propane tanks. Loose tanks such as those used for gas stoves or barbeques, and are readily accessible for removal are not accepted.

M. WHAT YOU MAY SHIP IN YOUR POV

1. Tools, not to exceed \$200 in value.
2. Items such as jacks tire irons, tire chains, fire extinguishers, nonflammable tire inflators, first aid kits, jumper cables, and warning triangle/trouble lights.
3. One spare tire and two snow tires with wheels (either mounted or un-mounted).
4. Portable cribs, children's car seats, and strollers.
5. Luggage racks and supports.
6. Small items such as thermos bottles, bottle warmers, and car cushions if they can be packed entirely within one 24" x 16" x 16" carton provided by the VPC; if your POV is going to be containerized at the port, these articles may be placed in the trunk without a carton. Factory or non-factory stereo, speakers and audio/Video equipment in POV or trunk must be bolted down or permanently fixed as part of the POV.
7. Catalytic converters, catalyst components (pellets), oxygen sensors, or pipe segments used to replace converters in overseas areas.

N. WHAT YOU MAY NOT SHIP IN YOUR POV

1. TVs and VCRs, except factory or permanently installed.
2. Household items and camping equipment.
3. Radios, tape decks, tapes and cassettes not installed as permanent equipment.
4. Accessories not permanently installed.
5. Flammables or hazardous substances (e.g., waxes, oils, paints, solvents, polishes).
6. Any pressurized cans.
7. Citizen Band radios. Importation and operation of CB radios are prohibited in most overseas areas. Failure to comply with these restrictions may result in your POV being held at the port of discharge until such equipment has been removed and shipped out of the country. All costs associated with removing your CB radio from your POV and shipping will be at your expense.

O. YOUR RESPONSIBILITIES

Following these rules will make shipping your POV overseas much easier. Failure to follow these rules may cause the POV VPC to refuse your POV for shipment. If you choose to ship out of an alternate port, there may be an alternate port charge incurred to the member/employee for shipment from the designated port serving the old and new PDS. Contact your local TO for further assistance.

1. POV Turn-In At Origin:

- a. Ensure vehicle does not have an unresolved “Recall Notice”. The VPC can refuse to accept a vehicle for shipment if the vehicle presents a safety hazard to a VPC employee or its facilities and or equipment. Documentation from a certified mechanic/dealership authorized to perform “Recall Notice” repairs may be required.
- b. Have a complete set of orders/amendments and a letter of authorization signed by the TO.
- c. Have a certified (notarized) copy of the vehicle title. The title must include the VIN or, if the vehicle does not have a VIN, the product identification number.
- d. Ensure you have sufficient funds available in the event of unexpected delays/expenses to, from, or at the VPC.
- e. Provide written approval from leasing company, or lien-holder authorizing export.
- f. Have in your possession proof of your social security number, either a copy of Military Identification (ID) (front/back) or a copy of your social security card (front/back).
- g. Ensure your POV contains no more than one-fourth tank of fuel (gasoline or diesel).
- h. Have in your possession a valid driver’s license, proof of ownership (title and registration), and a photo ID.
- i. Contact the VPC prior to shipment if PCS is to a remote area.
- j. Have in your possession a complete set of keys, to include gas cap and wheel lock keys upon delivery to the VPC. Retain a complete set of duplicate keys and have them with you when you pick up your POV.
- k. Turn off or otherwise disconnect installed auto alarm or anti-theft device prior to turn-in.
- l. Certified Power of Attorney or letter of authorization from the member/employee designating someone to act on their behalf. These options do not apply to a spouse who is identified on the members/employees official travel orders. Here is an acceptable example:

“I hereby appoint (name of agent) as my agent for the delivery of my privately owned vehicle (vehicle and ID number) to the appointed military outlying port, and I appoint him/her my attorney-in-fact to sign all documents required for the delivery of my vehicle for overseas shipment.”

- m. Ensure your agent has proper civilian identification, a copy of your military ID (front/back) or a copy of your Social Security Card (front/back) and all other documentation required to ship your POV.
 - n. Make sure your POV is in a safe and operable condition when you turn it in at the VPC .
 - o. Make sure your POV is clean. Dry-vacuum only. The VPC will not accept a POV laden with dirt, soil, mud or similar matter, to include the undercarriage.
 - p. Empty all pockets and compartments.
 - q. Have the make, model, color, year, and serial number of your POV available.
 - r. Have mileage of vehicle at time of turn-in available.
 - s. Provide a destination address, phone number and/or electronic mail address where you may be notified that vehicle is ready for pickup.
 - t. An inspector will conduct a joint inspection of the POV with you. When the inspection is completed, you and the inspector will sign DD Form 788, Private Vehicle Shipping Document for Automobile, or commercial equivalent.
 - u. You will be provided a legible copy of DD Form 788 or commercial equivalent as a receipt for your POV. Your copy of DD Form 788 or commercial equivalent will be required when you pick up the vehicle, and it will be required by the military claims office should you file a claim for loss or damage to your POV.
 - v. Make sure your POV meets any Host-Nation (HN) emission control and safety standards. Discuss HN requirements with your sponsor and local TO before departing. You may be required to make some modifications prior to shipping your vehicle.
 - w. Since your POV may be exposed to freezing temperatures during shipment or during storage at the destination terminal, safeguard the cooling system with a permanent-type antifreeze solution. An anti-freeze testing to minus 20 degrees Fahrenheit or lower should be used. (For Arctic areas, contact your sponsor or TO to determine if additional protection is necessary.)
 - x. Consider rust protection and undercoating prior to shipment. Climatic conditions in certain areas of the world may cause your POV to deteriorate rapidly without some type of protection.
 - y. Make sure you read the liability statements on the reverse of DD Form 788, or commercial equivalent POV inspection and shipping form.
2. POV Pick-Up at Destination:
- a. Contact the VPC for official confirmation that the POV is on-hand and available for pickup.

- b. When you or your designated agent picks up your POV at the destination VPC, you must have:
 - (1) Proper identification (i.e., military ID, driver's license).
 - (2) Your copy of DD Form 788 or commercial equivalent.
 - (3) Complete set of keys.
 - (4) Certified Power of Attorney (POA) or letter of authorization from the member/employee designating someone to act on their behalf. These options do not apply to a spouse who is identified on the members/employees official travel orders.

NOTE: Please note that if your vehicle is not picked up within 45 days from the postmarked date of notification of arrival, you are subject to the vehicle being placed in storage at your expense.

3. Loss and Damage.

When picking up your POV:

- a. Carefully inspect the exterior and interior to determine if there is any new damage.
- b. Ensure items left in the POV at the origin VPC or port terminal are still there.
- c. Carefully and completely list any loss and or damage to your POV on your vehicle shipping document, DD Form 788, or commercial equivalent. Failure to do this may result in no payment for this damage.

P. CONTRACTOR LIABILITY

1. The maximum liability of the GPC contractor for loss or damage to a vehicle is the fair market value of that vehicle at the time of loss or \$20,000; whichever is less
2. For vehicles shipped to the US, fair market value for the vehicle and its accessories will be determined by reference to the retail value in the National Automobile Dealers Association (NADA) Official Used Car Guide for the region in which the member/employee will file his or her claim
3. For vehicles shipped to destinations outside the US, the fair market value will be the retail value according to the same publication at the US port from which the vehicle was shipped. If the loss is to a vehicle which is not in the NADA Official Used Car Guide, the fair market value will be the retail price in the NADA Guide for that type of vehicle
4. Who to File a Claim With and When:
 - a. POV Contractor (within six years of delivery); however, customers are encouraged to file a claim within two years of delivery; or,
 - b. Military Claims Office within two years of delivery.

5. On the Spot Settlement.

- a. At the time of delivery, the POV contractor has the capability to immediately settle a claim and pay up to \$1000 (mailed in the form of a check).
- b. The member/employee retains the right to file a subsequent claim for loss and/or damage to the vehicle discovered after departing the VPC.
- c. The contractor can have the member/employee sign a partial release of liability for loss and/or damages that are settled directly with the member/employee. All readily visible loss and/or damage will be noted on the DD Form 788, or commercial equivalent, prior to the member/employee leaving the VPC. However, the mere fact that loss and/or damage is not noted on the DD Form 788 at the time of delivery back to the member/employee will not be a valid basis for denial of a claim. The member/employee may file claims for loss and/or damage discovered that is not on the DD Form 788, provided the member/employee can prove that the loss and/or damage occurred due to the negligence of or while in the care, custody or control of the contractor or any of its subcontractors

Q. CONTRACTOR RESPONSIBILITIES

1. Vehicle Turn-in Process. The contractor must:

- a. Process the POV within one hour of sign-in.
- b. Counsel the member/employee on the vehicle movement process and complete all documentation required for movement.
- c. Participate in a joint inspection of the physical condition of the POV with the member/employee.
- d. Attach an identification label on the vehicle to identify delivery location/VPC.
- e. Ensure that no unsafe, inoperable, or vehicles with leaks will be accepted for shipment.
- f. Ensure all motorcycles are crated for delivery to the destination VPC.
- g. Advise the member/employee on the loss and damage claims procedures.

2. Vehicle Pick-Up Process. The contractor must:

- a. Process the POV within one hour of sign-in.
- b. Notify the member/employee/sponsor via first class mail at least two days prior to the available pick-up date that the POV will be available for pick-up at destination.
- c. Notify member/employee by telephone if the POV is inoperable or damaged.
- d. Perform a joint inspection with the member/employee documenting the physical condition of the POV.

- e. Advise the customer on the loss and damage claims procedures.
3. Oversized Vehicles. The contractor must:
- a. Ensure the vehicle does not exceed the 20 Measurement Tons allowance the member/employee is entitled to ship at Government expense. To calculate the POVs measurement ton, multiply the L x W x H of the POV in inches, divide by 1728, then divide by 40.
 - b. Recommend ways for the member/employee to downsize the vehicle (e.g., remove ladder, external spare tire, luggage racks, fold or remove side view mirrors).
 - c. Calculate the charges for any excess costs for the shipment of an oversized vehicle and prepare documents.
 - d. Explain how excess costs are determined and prepare the applicable Government Forms, DD Form 1131, Cash Collection Voucher, or DD Form 139, Pay Adjustment Authorization, in order to collect excess costs from the customer. The contractor may also refer the member/employee to the Government representative when payment of excess charges is warranted. The member/employee must provide the government representative proof of payment if charges were collected by the installation.
4. Joint Vehicle Inspection. The contractor must:
- a. Participate in the joint inspection of the vehicle with the member/employee to record (survey) the physical condition of the vehicle. The member/employee may take exception to the inspector's recording of the physical condition of the vehicle and annotate discrepancies on the reverse side of the vehicle inspection form. Only the person turning in the POV is allowed in the inspection area.
 - b. Inform the member/employee of the opportunity to provide comments regarding service received on the DD Form 788 or the SDDC approved commercial equivalent vehicle inspection form.
 - c. Inventory personal contents packed by the member/employee in the accessory box provided by the contractor.
 - d. Provide a copy of the invoice to the member/employee, tape the box lid closed and have the member/employee sign the tape to ensure security of the contents.
 - e. Provide the member/employee a legible copy of DD Form 788, or SDDC approved commercial equivalent, upon acceptance of the vehicle.
- NOTE:** It is important that the member/employee retain this document and have it in your possession at the time of pick-up to compare the condition of the vehicle with that recorded at turn-in.
5. Vehicle Acceptance. After acceptance of the vehicle for the shipment, the contractor must:
- a. Use battery booster cables to start the vehicle if necessary.

- b. Repair or replace flat tires before delivery of vehicle. If necessary, replace the damaged tire(s) with a comparable make and value.
- c. Transport the vehicle to the destination even if it becomes disabled while in transit.

R. CUSTOMER COMMENT CARD

1. SDDC depends on the member/employee to monitor the contractor's service to provide the member/employee with quality services. Request all VPC members/employees complete a "Customer Comment Card" provided to every member/employee by the Global POV contractor, and deposit it in the locked box available at the VPC. This is the only means of insuring a quality move and taking action to correct deficiencies if they occur. This is the opportunity for the member/employee to provide input to improve the POV movement process.
2. Only the Government representative has access to the "Customer Comment Card" box. Although we would prefer the card be turned in at the VPC, the member has the option to complete the card and mail it to:

Military Surface Deployment and Distribution Command
ATTN: AMSSD-PPP-PA
709 Ward Drive, Building 1990
Scott AFB, IL 62225

S. NON-CONFORMING POVS

1. POVs imported to the US are subject to safety standards under the Motor Vehicle Safety Act of 1966, revised under the Imported Vehicle Safety Compliance Act of 1988, re-codified at 49 U.S.C. 301; bumper standards under the Motor Vehicle Information and Cost Act of 1972 (which became effective in 1978), re-codified at 49 U.S.C. 325; and air pollution control standards promulgated by the Environmental Protection Agency (EPA) under the Clean Air Act of 1968, as amended in 1977 and 1990.
2. These laws and regulations apply to importing POVs to any state of the US, the District of Columbia, Puerto Rico, The Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands. Modifications required for nonconforming POVs to comply with US safety and environmental standards are performed by registered importers and independent commercial importers. As a general rule, all POVs less than 25 years old must comply with all applicable federal motor vehicle safety standards, and all POVs less than 21 years old must comply with federal emissions standards. Fulfillment of federal requirements does not relieve the member from fulfilling requirements of a state or district of the US. For information regarding registration or operation of a properly imported vehicle in a specific state, contact the Department of Motor Vehicles or other appropriate agency. Vehicles manufactured to meet the federal motor vehicle safety standards have a certification label affixed by the original manufacturer in the area of the driver-side-door. Vehicles manufactured to meet the federal motor vehicle emissions standards have an emissions label affixed in the engine compartment stating that the vehicle meets US EPA emissions standards. Vehicles lacking these certification labels are nonconforming and must be brought into compliance. Information for importing and converting vehicles to US specifications may be obtained from the following web sites:
WWW.NHTSA.DOT.GOV/CARS/RULES/IMPORT/
<http://www.sddc.army.mil/sddc/Content/Pub/13892/dbcn13892.pdf>. If your email does not recognize the URL as a link, copy the entire URL and paste it into your Web browser.

T. CONUS VEHICLE REGISTRATION REQUIREMENTS

1. The Department of Motor Vehicles (DMV) for most states will only issue a certificate of title or a registration for an imported vehicle when the applicant submits proof that the vehicle properly entered the US through US Customs and Border Protection (CBP). In order to assist the vehicle owner, the CBP has advised the state DMVs of the several types of Customs entry forms it issues to import vehicles into the US which are listed below. The Global POV contractor normally uses CBP Form 7501, Entry Summary, to import DOD POVs into the CONUS. Additional forms that may be required are available to you at the US VPC at the time you pick-up your POV. In order to save time when registering your vehicle with the state, please ensure you have the applicable forms before you leave the VPC.

U. STORAGE OF POVS

Refer to the “Storing Your POV” Attachment which can be found on the DTR Web Page at http://www.transcom.mil/j5/pt/dtrpart4/dtr_part_iv_app_k_4.pdf or contact your TO for additional assistance.

V. POV PROCESSING CENTER INFORMATION

The remainder of this brochure provides information unique to each VPC. Consult your local TO to determine the proper VPC from which to ship your POV. **NOTE:** Hours of operation for each VPC are listed in the applicable section and are strictly adhered to. VPCs are not open on weekends or holidays. Please plan your trip accordingly.

While every effort is made to provide up-to-date information on the POV program, it is important that you consult with your local TO for any recent changes. We welcome written recommendations to correct or improve this brochure. Address your comments to:

Military Surface Deployment and Distribution Command
ATTN: AMSSD-PPP-PA
709 WARD DRIVE, BUILDING 1990
SCOTT AFB, IL 62225

W. WHERE IS MY POV

Customers can obtain information online regarding the status of their POV by visiting the following website: <https://www.whereismypov.com>

This information includes:

1. Turning In/Picking Up a POV.
2. Shipping/Storing services.
3. VPC Locations (CONUS/OCONUS).
4. Required Documentation.
5. Frequently Asked Questions.

X. GENERAL VPC INFORMATION

The remainder of this brochure provides information unique to each VPC operated by the GPC contractor. Consult your local TO to determine the proper VPC from which to ship your POV.

NOTE: Hours of operation for each VPC are listed in the applicable section and are strictly adhered to. VPCs are not open on weekends or holidays. Please plan your trip accordingly.

While every effort is made to provide up-to-date information on the POV program, it is important that you consult your local TO for any recent changes. We welcome written recommendations to correct or improve this brochure. Address your comments to:

Military Surface Deployment and Distribution Command
ATTN: AMSSD-PPP-PA
709 Ward Drive, Building 1990
Scott AFB, IL 62225

1. CONUS VPC Information

POV processing hours of operation are **Mon – Fri**, 0800-1600. VPCs are closed on weekends and Federal Holidays. It's highly recommended you arrive at the VPC by 1530 hrs to insure processing is completed on time.

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| <p><u>Atlanta</u> 2579 Campbell Boulevard Ellenwood, GA 30294 Phone: 404 363-4449 Fax: 404 363-1858 Toll Free: 800 965-9155</p> | <p><u>Baltimore</u> 2501 Broening Highway Baltimore, MD 21224 Phone: 410 631-5751 Fax: 410 631-5756 Toll Free 800 631-5751</p> |
| <p><u>Charleston</u> 1510 Meeting Street Road Charleston, SC 29405 Phone: 843 805-6667 Fax: 843 805-6671 Toll Free: 800 747-9223</p> | <p><u>Dallas</u> 500 North Stemmons Freeway Lake Dallas, TX 75065 Phone: 940 497-1036 Fax: 940 497-1076 Toll Free: 866 438-2046</p> |
| <p><u>Los Angeles</u> 2851 E. Las Hermanas Street Rancho Dominguez, CA 90221-5507 Phone: (310) 735-0900 Fax: (310) 734-0930 Toll Free: (877) 880-7309</p> | <p><u>Metro New York/New Jersey</u> 260 Meadow Road Edison, NJ 08817 Phone: 732 339-0591 Fax: 732 339-0595 Toll Free: 877 269-3702</p> |
| <p><u>New Orleans</u> 5481 Crowder Boulevard New Orleans, LA Phone: 504 246-2102/0770 Fax: 504 246-2111 Toll Free: 800 721-9632</p> | <p><u>Norfolk</u> 3015 Airline Boulevard Portsmouth, VA 23701 Phone: 757 465-4127 Fax: 757 465-3970 Toll Free: 800 810-7480</p> |
| <p><u>Oakland</u> 1301 Canal Street Richmond, CA 94804 Phone: 510 231-6831 Fax: 510 237-4046 Toll Free: 800 704-2444</p> | <p><u>Seattle</u> 2302 Ross Way Tacoma, WA 98421 Phone: 253 272-1712 Fax: 253 272-2375 Toll Free: 800 597-1833</p> |

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| <u>San Diego</u> 4334 Sheridan Lane San Diego, CA 92120 Phone: 619 564-6321 Fax: 619 563-6320 Toll Free: 877 344-8972 | <u>Seattle</u> 2302 Ross Way Tacoma, WA 98421 Phone: 253 272-1712 Fax: 253 272-2375 Toll Free: 800 597-1833 |
| <u>St. Louis</u> 4236 Crescent Drive Pontoon Beach, IL 90745 Phone: 618 931-2888 Fax: 618 931-2892 Toll Free: 800 275-3706 | |

2. OCONUS VPC Information

OCONUS VPC's operate Mon-Fri, excluding all Federal, Local and Host Nation holidays. The hours of operation for each VPC are listed below. Customers should be at the VPC NLT 1530 hrs to ensure their POV processing is completed on time.

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| <u>Alaska</u> Hours of Operation 0800 – 1700 Anchorage 2945 Mountain View Drive Anchorage, Alaska 99501 Phone: 907 297-1133 Fax: 907 297-1198 Toll Free: 1-866-848-7276 | <u>Alaska – Continued</u> Hours of Operation 0800 – 1700 Fairbanks 904 Aurora Drive Fairbanks Alaska 99701 Phone: 907-451-1753 Fax: 907 451-1826 Toll Free: 1-866-848-7277 |
| <u>Belgium</u> Hours of Operation 0800 – 1630 Chievres Air Base Building 46 Belgium Phone: 32(0) 68665999 Fax: 32(0) 68665948 | <u>Netherlands</u> Hours of Operation 0800 -1630 Transcar POV Shipping Borgerweg 10 Building 27, Room 11 6365 CW-Schinnen, NL Phone 31(0) 464432851 Fax: 31 (0) 464432735 |
| <u>England</u> Hours of Operation 0800 - 1630 Lakenheath/Mildenhall 40 Wimbledon Ave. Brandon, Suffolk, England Phone: 44(0) 1842813999 Fax: 44(0) 1842812981 | <u>England – Continued</u> Hours of Operation 0800 – 1630 London U.S. Naval Activities U.K. RAF West Ruislip Phone: 44-189-561-6585 (Int'l.) Phone: 0189-561-6585 (Local) Toll Free: 00-800-87267227 |

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| <p><u>Germany</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Baumholder</p> <p>Gebaeude 8716, Raum 1-3 Smith Barracks AM Bahnhof/Building 8716 Phone: 49 67832445 Fax: 49 67833377</p> | <p><u>Germany – Continued</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Boeblingen</p> <p>Panzer Kaserne Bldg. 2931 71032 Boeblingen, Germany Phone: 49 7031222453 Fax: 44 7031413408</p> |
| <p><u>Germany – Continued</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Grafenwoehr</p> <p>U.S. Grafenwoehr Base Saratoga Ave., Bldg. 515 92655 Grafenwoehr, Germany Phone: 49 96418480 Fax: 49 96413597</p> | <p><u>Germany – Continued</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Kaiserslautern</p> <p>Kapaun Air Station Bldg. 2806 67661 Kaiserslautern, Germany Phone: 49 63198517 Fax: 49 63198518</p> |
| <p><u>Germany – Continued</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Mannheim</p> <p>Taylor Barracks Bldg. 348 68309 Mannheim, Germany Phone: 49 6217140511 Fax 49 6217140711</p> | <p><u>Germany – Continued</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Schweinfurt</p> <p>Conn Barracks Custer St., Bldg. 35 97421 Schweinfurt, Germany Phone: 49 9721803618 Fax: 49 672185224</p> |
| <p><u>Germany – Continued</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Spangdahlem</p> <p>Spangdahlem Air Base Bldg. 139A 54529 Spangdahlem, Germany Phone: 49 65654484 Fax: 49 65654469</p> | <p><u>Germany – Continued</u></p> <p>Hours of Operation 0800 – 1700</p> <p>Wiesbaden</p> <p>Mainz Kastel Housing Area Bldg. 7513 55252 Mainz Kastel, Germany Phone: 49 6134 69303 Fax: 49 6134 63579</p> |
| <p><u>Guam</u></p> <p>Hours of Operation 0800 - 1600</p> <p>Guam Vehicle Processing Center</p> <p>COMNAVMAR Naval Base Building 3179 Santa Rita Guam 96915 Phone: 671 339 2205 Fax: 671 564 2105</p> | <p><u>Hawaii</u></p> <p>Hours of Operation 0800 - 1500</p> <p>Honolulu</p> <p>Sand Island Parkway Pier 51-B Honolulu, HI 96820 Phone: 808 848-8383 Fax: 808 853-2116 Toll Free: 800 896-7745</p> |

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| <p><u>Italy</u></p> <p>Hours of Operation 0830 - 1630</p> <p>Aviano</p> <p>Via Ellero 1 Zona Industrial 33081 Aviano, Italy Phone: 39(0) 434661419 Fax: 39(0) 434661420</p> | <p><u>Italy – Continued</u></p> <p>Hours of Operation 0830 - 1630</p> <p>Sigonella</p> <p>Transcar POV Shipping c/o Basee Navale USA/NAS II Strada Statale 417 Catania-Gela 95030 Piano d' Arci/Sigonella (CT) Phone: 0039-095-86-5529 Fax: 0039-434-661875 Toll Free: 800-053733 DSN: 314 624-5529</p> |
| <p><u>Italy - Continued</u></p> <p>Hours of Operation 0830 - 1630</p> <p>Livorno</p> <p>Leghorn Army Depot Camp Darby Gate 27, Building 5130 Phone: 39(0) 50579920 Fax: 39(0) 5037649</p> | <p><u>Italy - Continued</u></p> <p>Hours of Operation 0830 - 1630</p> <p>Naples</p> <p>Naval Support Activity Building 2081 Contrada Boscariello 81030 Gricignano di Aversa (CE) Phone: 39-081-811-6521/6522 Fax: 39-081-811-6526 Toll-free: 1 67053388 (in Italy)</p> |
| <p><u>Italy - Continued</u></p> <p>Hours of Operation 0830 – 1630</p> <p>Vincenza</p> <p>Via Strada Della Pelose Building 970 36040 Vincenza, Italy Phone: 39(0) 44431898 Fax: 39(0) 444263168 DSN: 314 634-7760</p> | <p><u>Puerto Rico</u></p> <p>Hours of Operation 0800 - 1600</p> <p>Avenida J. F. Kennedy, Km 2.5 San Juan, Puerto Rico 00920 Phone: 787 792-1233 Fax: 787 781-0688 Toll Free: 888 872-6064</p> |
| <p><u>South Korea</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Pusan</p> <p>837th Transportation Battalion Pier 8 Kamman-Dong Nam Ku Pusan, Korea 608-070 Phone: 051 8017177 Fax: 051 8017859</p> | <p><u>South Korea - Continued</u></p> <p>Hours of Operation 0800 - 1700</p> <p>Seoul</p> <p>Building C5721-A 34th Support Group APO AP 96205 Phone: 02 79157011 Fax: 02 79157000</p> |
| <p><u>South Korea - Continued</u></p> <p>Taegu</p> <p>20th Support Group Bldg. 1415 Camp Henry, Korea APO AP 96218-0562 Phone: 82 53 470 8112 Fax: 82 53 470 8113</p> | <p><u>Spain</u></p> <p>Hours of Operation 0900 - 1700</p> <p>Rota</p> <p>Transportes Internacionales Ferris, S.A. Avenida Crucero Baleares, #18 11520 Rota (Cadiz), Spain Phone: 0034-956-811044 / 0034-956-840185 Fax# 0034 956-815077 800# 0034-900-214304</p> |

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| <u>Turkey</u> Hours of Operation 0830 - 1630 Incirlik Yenimahalle 33 Sokak #31 TR-031340 Adana Tel# 0090-322-332-7211 Fax# 0090 322 332 8921 or 7857 DSN# 314 679-9964 800# 0800- 521-1043 | <u>Turkey – Continued</u> Hours of Operation 0830 - 1630 Izmir Hacilarkiri Caddesi # 15/1 TR-35040 Borniva Tel# 0090-232-478-2856 Fax# 0090 232-478-2859 800# 0800-479-7644 |
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